e-MANAGEMENT
e-Government Solutions. Delivered.

Title of presentation/Panel: To Err is Human, to Deal with "I.T." Divine: Human Factors in Information Technology

Intended Audience: Executives, Directors, Managers, and IT Professionals

Skill Level of Presentation/Panel (Introduction, Intermediate, or Advance): Introduction

Brief Summary: It's only human to make mistakes, right? Still, many information technology (IT) professionals and federal leaders don't want their mistakes known. This session takes you on a journey exploring the human factors (e.g., generational differences and how they play out at work, mistakes, communications, critical thinking, and reasoning) in IT and how they may help or hinder the effectiveness of federal IT systems, and overall mission. Learn how to be accountable as well as how to use your talents to promote innovation at your agency.

Abstract: Information technology helps to drive the mission of every single federal agency. What IT solutions are adopted and how IT is used are determined by people. But, people make mistakes, right? At the same time, they are sources of great successes. Join e-Management for a discussion around human factors in IT. This session covers an array of topics including best practices to help reduce human error in your work. Through real-life examples, get tips to help you identify, track, and mitigate risks to you, your projects, and agency. In this session, we will also discuss:

- How human error by experts invites cyber attacks against your agency

- How to avoid the blame game during crises at your agency

- How being proactive in addressing errors can speed recoveries and minimize impact

- How to develop comprehensive IT management processes in an effort to reduce the chances of program or mission failures

- Improving the performance issues due to poor training, lack of understanding or experience, and miscommunications

- How other industries have dealt with reducing human errors for better outcomes

- What credentials and frameworks (e.g., PMI, COBIT, CMMI, ITIL) are essential to minimizing the impact of human errors on your mission

- How automation may help to reduce the incidence of human errors

- What common interpersonal and social errors (e.g., being a know-it-all; discarding old processes, lack of accountability, etc.), new leaders make when joining a team

- What you can do to reduce human errors and build the overall morale of your team

Author(s) and Panelist (panel abstracts will need to include additional panel members):
<u>NOTE:</u> The committee reserves the right to assess your presentation/panel abstract and will schedule your presentation or panel accordingly.

BIOGRAPHY:
Biographical information should highlight significant experiences and affiliations of each presenter or panelist. The information provided will be published online for the attendees to review. Biographies may be used to introduce each presenter or panelist.
The following information is required before submitting:
- 130 words or less in paragraph format for each author, and

- Your name, title, company, location, education, current activities, relevant former positions, honors, and professional society or association affiliations.

Ola Sage
Ola Sage is the president and CEO of e-Management, an IT solution firm based in Silver Spring, Md. Named as one of "25 Powerful Minority Women in Business" by the Minority Enterprise Executive Council, her leadership skills and unique approach to management have led to the success of her award winning company, which has placed on the *Washington Technology* Fast 50 list of ranked companies and on the Inc. 5000. Ms. Sage holds a B.S. in Computer Information Systems, and a Masters degree in Technology Management from George Mason University. A Certified Government Financial Manager (CGFM) and a Certified Project Management Professional (PMP) through the Project Management Institute, Ms. Sage is the recipient of the prestigious Chief Information Officers (CIO) certificate offered to senior level executives through the federal CIO University.

Rick Randall
Rick Randal is Director of Strategic IT Solutions for e-Management. He brings his technology and consulting skills to bear in developing software tools customized for the federal marketplace. Prior to joining e-Management, Mr. Randall has held thought leadership roles in network engineering, IT security management, training and IT standards development positions. He has an eclectic educational background, including a Bachelor's degree in computer engineering and an MBA in finance. Mr. Randall also holds several certifications such as a Project Management Professional (PMP), Information Technology Infrastructure Library (ITIL), and Certified Information Systems Security Professional (CISSP).

Dennis Duquette

Dennis Duquette is chief technical IT trainer for e-Management working with the Department of Energy Environmental Management (EM) Mission Information Protection Program (MIPP). Mr. Duquette has more than 15 years of experience in the Information Systems field providing project management, training, system integration, security, application development, database development, and documentation. Currently, he is lead designer and developer of specialized cyber security courseware for the DOE EM. He is responsible for instructing EM IT personnel across the program on cyber security topics ranging from strategies for an effective defense-in-depth to best practices for everyday users in securing their information. He holds a Bachelor's Degree in International Studies from George Mason University, Fairfax, VA.

Ann Loer (Invited)

Bio to be provided later.